



Smart911 Citizen FAQ

What happens when you dial 9-1-1 today?

When you dial 9-1-1 from any landline, mobile phone or VoIP phone, your call is directed to the closest Public Service Answering Point (PSAP). When dialing from a landline, your call is directed by the address associated with the number. When dialing from a mobile phone, your call is routed by the closest cell tower. At the PSAP, the call taker can see your incoming phone number and sometimes a location- the full address if you are dialing from a landline, and a general location when dialing from a mobile phone.

What is Smart911?

Smart911 is a national database that provides 9-1-1 dispatchers and first responders with additional critical-care and rescue information when you dial 9-1-1. This information is entered through the Smart911 website in the form of a Safety Profile and if you call 9-1-1 from a phone that has been registered and verified your profile is automatically displayed to 9-1-1 call takers and first responders where the service is installed.

Why is my 9-1-1 center implementing Smart911?

Over 70% of calls to 9-1-1 are made by mobile phones. With the limited information available on these calls, Smart911 allows for additional information to be made available to 9-1-1 and responders. Making Smart911 available will improve the level of safety and service provided by all 9-1-1 and response agencies.

How do I register for Smart911?

Go to www.smart911.com and follow the prompts for creating your Safety Profile.

Where is Smart911 service available?

Please check your zip code on www.smart911.com for the current regions supported. Because Smart911 is a national network, citizens can create a Safety Profile at any time. If they need to dial 9-1-1 in any location across the US where Smart911 is available, their profile will be available.

Is Smart911 really free?

Yes. Smart911 service is free to citizens because it has been paid for by your 9-1-1 call center.

Why should I use Smart911?

Smart911 can help protect you and your loved ones by allowing you to give 9-1-1 and response teams the information they need to help you and your family members before an emergency happens. Your Safety Profile includes critical-care and rescue information on all members of your family, including children and pets.

What is a Safety Profile?

A Safety Profile includes key facts that, if known to emergency response teams, will probably cause them to prepare or act in a manner specifically tailored to you or members of your household. This may be information about how to find your residence, medical information and other details that could be helpful to emergency response teams in the event of an emergency.

How has Smart911 helped citizens?

Smart911 helps all citizens by providing enhanced caller data in the event of an emergency that necessitates a call to 9-1-1. Smart911 is especially helpful to those who may have trouble communicating with a 9-1-1 dispatcher over the phone by offering an innovative way to preload informational data. In addition, Smart911 allows call-takers and first responders to gather critical information without relying solely on verbal communications.

Is the data I provide to Smart911 secure?

Yes. Smart911 uses the latest in security technologies and conducts regular audits to ensure all information is secure and only made available to 9-1-1 and emergency responders in the event of an emergency.

Is my information kept private?

Your information is kept in our secure facilities and only made available to 9-1-1 call takers and response teams in the event you call 9-1-1 from a registered and verified phone.

How do I know if my registration was successful?

When you complete your registration, Smart911 will automatically direct you to your account dashboard and will send an email to your registered email address confirming your registration. Smart911 will not deliver your information to 9-1-1 centers until you have verified the phone you registered by responding to the automated call placed to that phone.

Will Smart911 sell my subscriber data or email address or spam me?

No. Smart911 will ONLY use your email address as disclosed in the Smart911 Terms of Service, including notifying you when it is time to update or verify your profile. Smart911 is funded by participating 9-1-1 centers, not through any form of marketing.

Who enters and maintains my information?

You do. You decide how much or how little information to register with Smart911. You may change, add, and remove information whenever you choose to do so. Think of Smart911 as holding your information and only delivering it to the 9-1-1 operator when you call. It is your responsibility to keep the information accurate and up-to-date.

What information is provided to the 9-1-1 operator?

All the information that you see summarized on your Account Dashboard.

How can I see all the information that Smart911 has stored on my behalf?

Login using your user ID and password. The first page you will be directed to is your Account Dashboard. All critical-care information associated with your household is presented on this page. If the information is not on this page, Smart911 does not have it and 9-1-1 operators will not have access to it.

Why do I have to update my information every six months?

It is critical that emergency responders have the latest information to ensure their response can be quick and accurate.

When can I access or change my critical-care and emergency rescue information?

You can access your Safety Profile at any time by entering your User ID and Password.

Can I remove my Smart Safety Profile from Smart911?

You can delete your Profile at any time by selecting the delete account option on the Account Details page. All subscriber information contained within a profile will no longer be active in the Smart911 system and your information will no longer be accessible by emergency response teams or by you.

Does my Safety Profile expire?

Your Safety Profile will remain in Smart911 until you choose to delete it. Safety Profiles do not expire; however, Smart911 will require you to log into the Smart911 site and update your information from time to time. If, after several email warnings, you do not log in to the Smart911 site, your profile will be suspended and no information will be delivered to 9-1-1. It is very important that first responders know your critical information is current and has been recently reviewed.

<http://www.smart911.com>